

2014 Corporate Responsibility Highlights

RBC



We are RBC —
78,000 employees
providing financial services
to 16 million clients.

We're committed to
people, communities
and the planet.



That's what it takes
better to help build a
world.

Our Impact

As a global financial services company, we have a significant economic impact.

We serve more than **16 million** clients

We operate in **40** countries

We have **~78,000** employees

We have **1,366** bank branches globally

We earned **\$9 billion** in net income

We paid **\$11 billion** in compensation and benefits for our employees

We spent **\$6.8 billion** on goods and services with suppliers in communities around the world¹

We incurred **\$3.9 billion** in taxes globally²

Our People

We strive to be an employer of choice, with progressive programs and practices and a focus on diversity and inclusion.

94% of employees are proud to work at RBC

46% of employees in middle management and above are women³

32% of employees in middle management and above are visible minorities⁴

\$156 million invested in employee learning and development

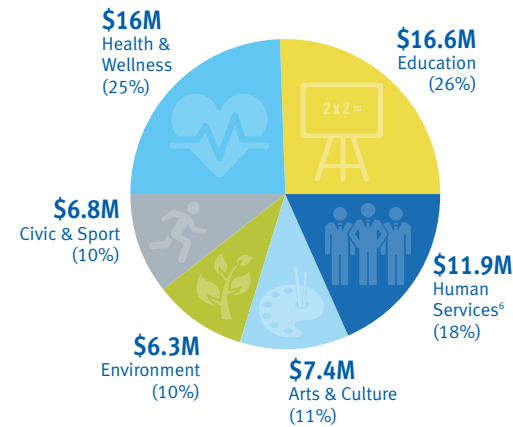
Our Communities

We have a long legacy of good corporate citizenship, supporting a wide range of causes and issues.

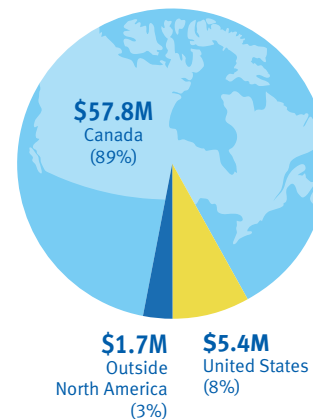
We contributed **\$111 million** in donations and sponsorships in communities around the world, which included **\$65 million** in donations, **\$35 million** in sponsorships and **\$11 million** in community investments⁵.

We also provided **3,600+** grants to community organizations in support of employee volunteers.

Donations by Cause (\$65 million)



Donations by Region (\$65 million)



Our Planet

We've set tough targets for reducing our footprint and are committed to managing the environmental impacts of our business activities around the world.

We used **3%** less office paper per employee, saving **1,400** trees.⁷

We reduced the greenhouse gas emission intensity of our properties by **4%**. That's like taking **1,420** cars off the road.⁸

We powered **100%** of Canadian ATMs and in-branch digital displays with green energy.

We occupied green-certified office space in **31%** of our major global properties. That's about the size of **31** soccer fields.⁹

We conducted detailed environmental credit risk assessments on transactions worth **\$7.9 billion**.

This brochure is printed on Forest Stewardship Council (FSC) certified **100%** post-consumer waste paper. It's also carbon neutral, which means we've offset the equivalent carbon dioxide emissions associated with its production and distribution by buying and retiring high-quality carbon offsets.



Awards and Recognition



For more information, visit
rbc.com/community-sustainability.
Our 2014 Public Accountability Statement
can be found at rbc.com/pas.

When we say "RBC," we're referring to all of our businesses and functions around the world. All the data we're reporting is at October 31, 2014. All information is presented in Canadian dollars.

- ¹ Goods and services includes \$0.3 billion paid for health benefits for our employees, which is also included in employee compensation and benefits.
- ² Total income and other taxes.
- ³ Based on 2014 federally regulated RBC businesses in Canada, which include Personal & Commercial Banking, Technology & Operations and Functions.
- ⁴ Based on 2014 federally regulated RBC businesses in Canada, which include Personal & Commercial Banking, Technology & Operations and Functions.
- ⁵ Community investments include our support for employee volunteerism, contributions to non-profits that are not registered charities, gifts in-kind, community sponsorships, community economic development and community investment program management.
- ⁶ Including contributions given through federated appeals such as United Way, United Jewish Appeal and ShareLife.
- ⁷ Reduction from 2013. For our Canada, U.S. and British Isles operations.
- ⁸ Reduction from 2013. For our Canada, U.S. and British Isles operations.
- ⁹ Equivalent area of our LEED (Leadership in Energy and Environmental Design) Gold certified office space. The area of a soccer field is based on FIFA rules for international matches. Major properties are categorized as facilities with an area greater than 2,320 m².

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